



February 2026

1. JOB IDENTITY

Post Title:	Cluster Business Assistant	Service:	Education and Children's Services
Section:	School Support	Grade:	Admin Grade F
Reports to:	Cluster Business Co-ordinator		

2. JOB PURPOSE

- To provide comprehensive and confidential business and administrative support across the schools within their Cluster. This involves proactively undertaking a wide range of tasks using own initiative as required and involves dealing with confidential and sensitive matters.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Key support to the Cluster Business Coordinator with the operational delivery of school administration across the Cluster.
- Remotely supporting multiple schools within the cluster with administrative tasks as required.
- Prioritisation and delegation of administrative tasks to the School Support Assistant, with remote supervision.
- Provide business and administrative support to schools which may include data input, data gathering and information analysis.
- Respond appropriately to enquires in person, by phone, email or other systems.
- Process orders, invoices and payments, which includes the use of financial management systems. Managing school funds within the cluster.
- Update and maintain school records, files and databases in line with corporate records management standards.
- Assist in the collation, preparation and provision of information, verifying and validating as necessary.
- Core responsibilities would include routine and non-routine administrative tasks and ad hoc office duties.

4. QUALIFICATIONS AND TRAINING

Essential: • HNC or equivalent transferable experience and skills

Desirable:

- ECDL or equivalent

5. EXPERIENCE

- Essential:**
- Microsoft 365 extensive experience
 - Demonstrable experience in a proactive support role within a business environment
 - Proven track record in a busy working environment
 - Customer Service experience
- Desirable:**
- Experience with IT systems
 - Experience of note / minute taking

6. KNOWLEDGE AND SKILLS

- Essential:**
- Demonstrable IT skills to proficient standard
 - Excellent communication and organisational skills
 - Capable of prioritising tasks to meet competing demands
 - Ability to work on own initiative and as part of a team
 - Accuracy and attention to detail
 - Ability to deal with confidential and sensitive matters
- Ability to respond appropriately to customer needs
- Flexible and adaptable
- Ability to travel throughout the cluster to visit all schools (primary and secondary)
- Desirable:**
- Knowledge of the Scottish Education sector
 - Experience of working in Local Government

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post